

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

APR 13 2005
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PATENT & TRADEMARK OFFICE
Applicant: Frederic P. Messinger & Bruce E. Nevin

Application No.: 09/345,903 Group: 2179

Filed: July 1, 1999 Examiner: Tran, Mylinh T

Confirmation No.: 1807

For: Method and Apparatus for Software Technical Support and Training

CERTIFICATE OF MAILING OR TRANSMISSION	
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AMENDMENT

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

This Amendment is being filed in response to the Office Action mailed from the U.S. Patent and Trademark Office on December 10, 2004 in the above-identified application. Reconsideration and further examination are requested.

An extension of time to respond to the Office Action is respectfully requested. A Petition for Extension of Time and the appropriate fee are being filed concurrently with this Amendment.

Please amend the application as follows: